Maricopa County Community Health Improvement Plan

Where We Seek Care
Healthcare Cloud
Group Meeting Notes on
DRAFT Goals and
18-Month Milestones

Dec. 11, 2012

Healthcare Cloud Participant List

Following are list of community organizations that have expressed interest in the Maricopa County CHIP Healthcare cloud workgroup. Organizations marked with an * attended the Dec. 11, 2012 workgroup meeting and contributed to items recorded in this meeting notes report.

Adelante Healthcare

American Cancer Society Cancer Action Network

Arizona Department of Health Services*

Area Agency on Aging, Region One*

Arizona in ACTION

Arizona Living Well Institute*

Arizona Small Business Association

Arizona Smokers' Helpline

Asian Pacific Community in Action*

AZ Assoc. of Community Health Centers

AZ Chapter- American Academy of Pediatrics*

Banner Health*

Bridgeway Health Solutions*

Cardon Children's Medical Center

Carlisle Interconnect Technologies

Cigna

City of Phoenix Housing Department

Concilio Latino de Salud, Inc.

Consulate General of Mexico in Phoenix*

First Things First

Gilbert Public Schools

IASIS Healthcare

Lifewell Behavioral Wellness

Magellan Health Services*

Maricopa County Department of Public Health*

Maricopa Integrated Health Systems

Mercy Care Plan, Aetna*

Mountain Park Health Center*

National Kidney Foundation of Arizona*

Native Health

People of Color Network

Phoenix Children's Hospital*

Phoenix Fire Department

Phoenix Veteran's Administration HCS

Quality Care Network*

RESPONDING TO THE FUTURE, LLC*

RPG Medical Holdings*

Scottsdale Healthcare*

Scottsdale Unified School District

Southwest Center for HIV/AIDS

St. Luke's Health Initiatives*

STARS

Tempe High School/Tempe Unified High School District

The Arizona Partnership for Immunization*

The Wellness Community - Arizona

University of Arizona

Valley Metro*

Virginia G. Piper Charitable Trust

Wesley Centro de Salud*

Wesley Community Center

Community Health Improvement Plan (CHIP)
Healthcare Cloud
Dec. 11, 2012

Following is feedback from attendees collected at the beginning of the session related to implementing preventive health strategies within the Healthcare cloud.

Strengths	Challenges
- Trust in relationships; used to working together - Awareness of problems we are surrounded with - Timing; environment is ripe for this issue - Dedicated public health services support - Great resources in our state - Access to data - Commitment of public health to provide training and support to health centers; creating linkages to healthcare; moving Federally Qualified Health Centers to electronic medical records; creating medical home models - Anticipatory; wanting to create change; recognize need - Better tools to reach underserved populations - Growing consensus to combine efforts; move away from silo - We have some best practices	- Need more strategies/communication related to how AZ is going to be impacted by the Affordable Care Act (ACA). - Need more work on health information exchange - Need to integrate data; better organization to share this data - Need to share/integrate best practices - Need more data to fill in gaps we can't answer - We need to use data better to tell the story of what the problem is - Need to address issues of trust in the medical community; addressing health myths (i.e., vaccines) - Need to determine best audience; timing for trainings - Need more language access; culturally sensitive treatment and approaches - Understanding ACA and how public health dept. is going to play a role - Continuum of health care is not as strong as it could be—connection between public health, healthcare and back to community - A lot of agencies doing community health assessments; some don't want to share information - People don't understand opportunities with community-based organizations. - Thinking ACA is the magic bullet; going to solve problems. Won't necessarily apply to all organizations, like small businesses. - Culture change is very hard; shifting culture in AZ is tough; we have an aversion to policy change in AZ. - Physicians need to be more focused on prevention messaging in their offices - Make investment in younger people/physicians; start changing that medical culture - Different "language" within each organization/different disciplines. - Need to get more services for over 21 group

What accomplishments would you like to see in next 18 months to address health priorities?

CHIP Healthcare Cloud Participants: Dec. 11, 2012

Health Systems and Community Coordination	Financial[1]	Professional Training and Affordable Care Act (ACA)	Community Resources	Communication	Data
- Improving healthcare integration (health information exchange; EHR) - HIE—Healthy Information Exchange - Patient registries shared—by HP-PCP-Specialty - Medical and dental integration - Hospitals, health centers, CBOs, public health, design coordinated system of care - Integrate health and wellness in acute care - Hospitals in the county will be breast-feeding friendly - Unnecessary use of emergency depts.. - Open access scheduling in community health center - Outreach services for low-income communities - Develop format for improved collaboration between public health and healthcare organizations - Having more community organizations in low income communities - Continued and ongoing communication between PCP and specialist	- Expansion of the Medicaid program; increasing federal poverty line—Kids Care - Health plans including AHCCS reimburse for interpretive services - Public/private payment incentives for PCP - Identifying financial resources for community wellness programs - More funding for prevention and screening - Consensus around healthcare delivery system—reimbursement model - Community awareness and assistance to enroll people in public coverage/ exchange	- Training on Policy systems and environment - CME credits for cloud wellness initiative - Improving culturally sensitive healthcare and education - State mandated policy on training and licensing medical interpreters - Identify how workforce needs to be trained differently/grow - Work force development—next 20 year consensus - Statewide plan for ACA; accountable and specific - Cloud groups systematically educated on ACA - Communicate how ACA affects healthcare and indiv. In AZ - Understanding of ACA impact on public health - Statewide training on ACA website - Cloud groups a resource to healthcare community per ACA	- Communication of community resources across the system - Creating community partnerships to provide more fresh fruits and veggies in school lunches - Web-based community - Pilot test a compr. Community wellness program - Comprehensive wellness resources in a local community - Follow through and accountability - Pilot/partner with one school district on obesity - Business community integration - Statewide training on ACA website - Focus on wellness and health in academic and work settings - Policies that impact physical activity and obesity and safety	- Consistent messaging on disease prevention and mgmt. - Frame messages in small, easy steps - Define what community health is - Creating clearing-house model for healthcare solutions (reduce duplication of efforts) - Create subcommittee to provide specificity - Coordinated communication screenings, events, services, grants etc. - Engage/incentivize to manage their health - Respond to grants as a collaboration	- One-stop shop for health-related data - One spot location For data, CHA - Centralized - Data information by zip and ethnicity (i.e.,Pacific Islanders, not Hawaiian Samoans) - Data sharing utilization

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[1] No workgroup participants signed up to develop goals related to this initiative in the 18-Month timeline.

DRAFT 18-Month Timeline of Suggested Accomplishments for Maricopa County CHIP: Healthcare Cloud*

Team Name/Workgroup Participants	Quarter I Jan-Mar 2013	Quarter II April-Jun 2013	Quarter III July-Sept 2013	Quarter IV Oct.-Dec. 2013	Quarter V Jan.-Mar 2014	Quarter VI Apr-June 2014	GOAL
Health Systems and Community Coordination Group: Kim S, Anna Alonzo, Zipatly, Rebecca N., Karen A., James Ivey, Gary,, Rebecca N, Valentina H.	• Engage partners that are implementing Health Information Exchange by first quarter • Identify health measures • Research and identify best practices from other states by 1st qtr. (patient centered care)	• Develop format for improved collaboration between public health and healthcare organizations --List servs --Format=reg. meetings					Hospitals, health centers, community-based organizations (CBOs), public health design coordinated system of care
Health Infrastructure Workforce Training and Development Group: Jonathan P., Stephen J., Liza Merril	• Systematic research on existing certification of medical interpreters	• Formal training/educational session by Affordable Care Act (ACA) experts for cloud groups		• Recommendation of certification curriculum			Improved coordinated training and development for the AZ health-related workforce
Community Health Resources Group: Jason, Ted I., Paul, Jenny	Partnership • Communication of community resources across the system • Focus on wellness and health in academics and work settings • Business and Community integration	Same as qtr 1	Community Engagement • Follow through and accountability • Pilot/partner with one school district on obesity • Comprehensive wellness resources in a local community • Pilot test a comprehensive community wellness program • Policies that impact physical activity, obesity and safety	Same as Qtr. 3	Creating a website • Creating partnerships to provide more fresh fruit and veggies in school lunches • Web-based community referral and database—easy public access • Statewide training on ACA website	Same as qtr 5	Develop a community network of health resources
Communication "The public health messengers" Group: Courtney, Jennifer T.,Sue, Jamie	• Research and identify existing message in physical activity, tobacco, and nutrition	• Refining message to outcome directed—more emphasis on how and why impt—health benefits and linking to care—provider and community	• Develop communication plan w/partners (use social media, PSA, flyers, web)	• Design communication tool kit	• Develop communication tool kit	• Train partners on use of message • Implement plan and messaging to community	Linking health clinicians and the community using consistent and relevant prevention strategy messages.
Data Group: Laura V., Kim VanPelt, Tracey, John K	• Determine what data we need • Figure out how to get it • Common core data	• Determine how to improve process	• Determine how to interpret and disseminate	• Common investments (reports, databases) • Bring in funders			Common understanding of community need through a common data infrastructure for the county.

*12/11/12 Where We Seek Care, External CHIP Action Planning Session, DRAFT Concepts as presented by meeting participants.

Resources

Following are a list of Resources shared at the CHIP Healthcare Cloud Meeting on 12-11-12. This list will continue to be populated as workgroup members share resources at the ongoing CHIP planning meetings.

Market On the Move provides a farmers' market atmosphere at various locations throughout Metro Phoenix and Tucson areas where partners and supporters of this program can come on a regular basis and make a $10 donation to receive up to 60 lbs. of fresh produce. For more information, https://the3000club.org/the-project/market-on-the-move-mom

Maricopa County Public Health Dept.: www.WeArePublicHealth.org – The Office of Performance Improvement has a web page under "Performance Improvement" that has information and reports related to the Community Health Assessment/Community Health Information Plan. The Community Health Assessment outlines the process that prioritization that took place over an 18-month period to identify the 5 Priority Health Outcome Areas for Maricopa County to be addressed in the CHIP: Obesity; Diabetes; Cardiovascular Disease; Lung Cancer; and Access to Care.